



10 ADMINISTRATION

Effective: 6/1/96

10.14 Clinic Setting Requirements

POLICY: WIC Project clinics must be clean, safe, and accessible to participants.

PROCEDURE:

A. ACCESSIBILITY

1. Review policies regarding late arrival for appointments. Avoid strict late policies, such as arriving 5 or 10 minutes late.
2. Participants should not be turned away, i.e. rescheduled or significantly delayed, when forms are not completed prior to the appointment, even if they arrive late for the appointment. Participants arriving on time for an appointment should be seen in the order of scheduled appointments. Attempts should be made to work late arrivals into the day's appointment schedule.
3. Determine the capabilities of the participant and plan accordingly. Consider the following to better serve both English and limited-English speaking or hearing impaired participants. Consider the following for obtaining needed information, whether it is for entering computer data or completion of forms.
 - a) Provide assistance to obtain necessary information. Provide an interpreter before the appointment begins. Do not use family members or friends unless a waiver of confidentiality is secured.
 - b) Complete the appointment as scheduled. WIC staff should assist with obtaining the information as much as possible with the participant during the health and nutrition assessment stations. Consider the use of a bilingual CPA. A secondary individual contact may be scheduled to complete necessary forms and provide additional counseling.
 - c) Work the participant into the day's schedule when forms are complete.
 - d) Request the participant to arrive early to complete information collection or forms completion especially if assistance is needed.
 - e) Whenever possible, in advance of the appointment, refer the participant to agencies or persons who are available to assist with forms completion, especially when an interpreter is needed. Or, schedule the participant to see the WIC interpreter on a day other than when the appointment is scheduled to complete forms.



- f) Offer to reschedule the appointment.

B. NO SMOKING REQUIREMENTS

No smoking is allowed in any WIC agency and/or WIC clinic used to perform WIC Program functions. This is mandated by Public Law 103-111.

1. A public policy against smoking must be posted in any area where WIC Program functions are performed, including satellite sites when in operation.
2. Satellite operations, such as church basements or community health centers where WIC services may only be offered once or twice a week, would not have to announce and implement the non-smoking policy for those times when the WIC Program is not operating.

C. HANDICAPPED ACCESSIBILITY

WIC services must be made available and accessible to qualified persons with disabilities.

1. At least one clinic in the project must be handicapped accessible.
2. Other clinic sites should be handicapped accessible, but this is not required, as long as one site in the project is accessible.
3. Applicants/participants with disabilities should be offered an appointment at the accessible site, or may be offered the opportunity to participate at the non-accessible site via special accommodations provided by the local project staff, (i.e. services moved to the ground floor, home visit, etc.).

D. EXTENDED CLINIC HOURS

Each project must provide extended hours for certification appointments to accommodate work and school schedules in each county of service area.

1. Provide access to WIC services to meet the needs of working and rural families and students.
 - a) Extended hours must be provided in at least one site per county within each project. Extended hours are defined as before traditional hours such as an appointment starting at 7:30 a.m., or later than traditional times such as hours from 4:30 to 6:00 p.m., or Saturdays.
 - (1) Extended hours may be set aside only for individuals with accessibility problems.
 - (2) Accommodating schedules includes problems with transportation.



- b) Home visits or certifying applicants on a non-WIC day are acceptable if it accommodates the applicant or participant and clinic schedule.
- 2. Local projects must schedule appointments for employed applicants and participants. Other choices offered by local projects may include walk-in and block appointments but these are allowed only in addition to offering individual appointments.
- 3. It is recommended that each local project be accessible for draft issuance.
 - a) Mail drafts for hardship situations
 - b) Stagger staff lunch hours